

Business Challenge
LEADERSHIP DEVELOPMENT

Industry
CONSULTING

Distribution
GLOBAL

Learner Level
SENIOR

Learning Design Approach
**BLENDED LEARNING
(FOR FACILITATOR SKILLS
DEVELOPMENT)**

“In many ways the virtual version is more engaging, more rapid fire, than the in-person experience... I really believe the Intrepid Learning Hub is a game changer.”

— Director, Talent Management,
Americas

CASE STUDY

Global Consulting Firm Saves \$500K and Makes Their Most Popular In-Person Course Even Better Online

SITUATION

- A strong culture of “reaching down the ladder” at this global consulting firm, and an unwritten rule that if you don’t teach and share your knowledge to help others, it will be harder to make partner
- Facilitator Skills Development, traditionally the firm’s highest-rated course, was expensive to deliver in person
- A mandate was handed down: deliver it online, and use the online version to both train and provide just-in-time support for facilitators
- L&D was concerned about losing the impact of their most popular course with the shift from in-person to online

SOLUTION

- Intrepid Learning, in collaboration with a content development company, created a 2-week blended learning course delivered on the Intrepid platform
- The course combined live webinars with a coach, opportunities to “get to know your classmates” through social features, and lots and lots of video:
 - Clips of an instructor demonstrating, for instance, how to draw a good flipchart or whiteboard
 - “The Office”-style mockumentary scenario videos cutting back and forth between actors and actual employees demonstrating common things that can go wrong in the classroom (distractions, disrespect, disengagement) with expert commentary

- Discussion forums integrated with the videos
- Live virtual sessions focused on “quick hit” feedback opportunities on short visual presentations
- Peer-reviewed teachback video assignments bringing together all the threads of the course

IMPACT

- \$500K savings annually (classroom costs)
- Thrilled learners in love with the course’s content, delivery and impact
- The L&D department has realized that teaching a squishy soft skill like facilitation can actually be done better online than in the classroom

Client Testimonial

“In many ways, the virtual version’s content is more engaging, more rapid fire, than the in-person experience. The learner is in charge, they get to navigate. You have no options when you’re in a class.

The points totals and badges awarded tell me that most people hit most of the content. They are successfully navigating the course, doing the Missions, achieving the badges.

I really believe the Intrepid Learning Hub is a game changer.”

— Director, Talent Management, Americas